Volume 3, Issue 10 Consumer Electronics October 2009

Samsung Electronics America

Samsung Tech Talk

Your source for service information

Inside this issue:

Fixing the LN32A*** Stand Assembly	1
RSE Zone Changes	2
News from the Zones	3
Introducing the HMX-U10 Mini-	5
A Picture is Worth 1000 Words	6
Top Tech Tips	7
Common Capacitor Part Numbers for TVs	11
Serial Number Formatting	18
The Most Efficient Way to Submit to Tech Support for Review	20
Samsung Adds You Tube and Blockbuster to Blu–ray	21
Introducing the A600AD Projector	25
Samsung Search	26

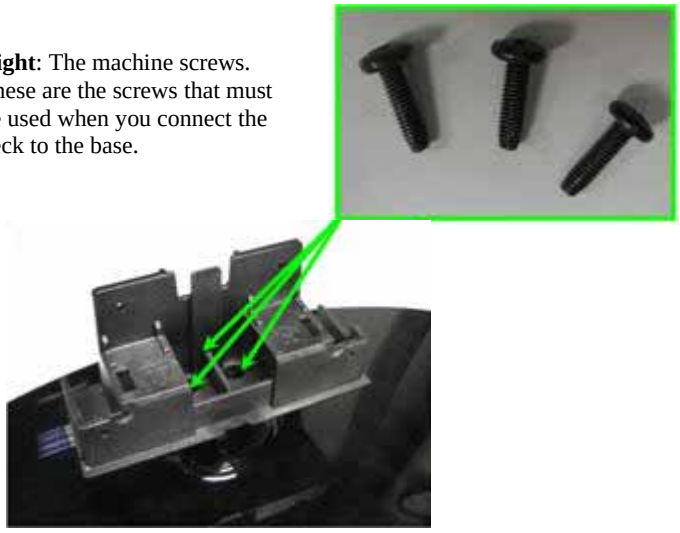
Fixing the LN32A*** Stand Assembly

Scott Whitman
Manager – Product Support

The stand base assembly for 2008 and 2009 32" LCD TVs is shipped unassembled. The number one problem we've been seeing with the stands is customers using the sheet metal (coarse thread) screws when installing the stand instead of the machine thread (fine thread) screws. Using the sheet metal screws can cause the TV to wobble because the screws can not be fully tightened.

Above: The sheet metal screws. These are the wrong screws to use.

Also, the neck has a keyed entrance. Customers must make sure they match the key entrance to the base correctly when they insert the neck into the stand.



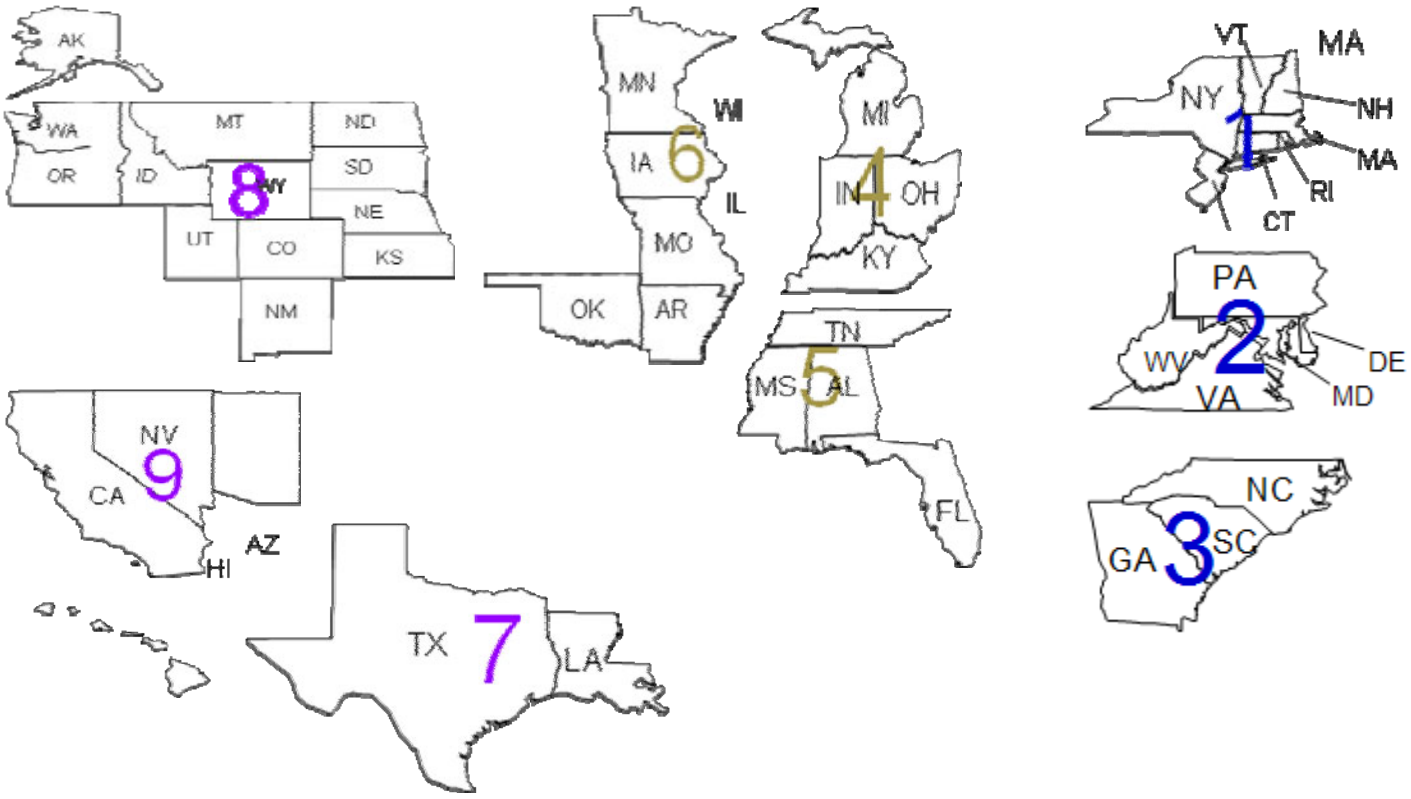
Right: The machine screws. These are the screws that must be used when you connect the neck to the base.

Right: Circled in yellow, the keyed entrance.

RSE Zone Changes

Jim Foster
Editor

As some of you may be aware, the RSE coverage has changed. See below for the new RSE coverage map.



WEST ZONE

- **Thomas Kim Zone 7**
  thomask@sea.samsung.com
  Tel: 310.900.5221
  TX / LA
- **Linda Knudsen Zone 8**
  lknudsen@sea.samsung.com
  Tel: 218.390.7149
  AK / WA / MT / ND / SD / NE / WY / ID / OR / UT / CO KS / NM
- **Nelson Diaz Zone 9**
  ndiaz@sea.samsung.com
  Tel: 310.900.5280
  NV / AZ / CA / HI

MIDWEST ZONE

- **Joe Platek Zone 4**
  jplatek@sea.samsung.com
  Tel: 201.841.3854
  MI / OH / IN / KY
- **Bett Harvey Zone 5**
  bharvey@sea.samsung.com
  Tel: 972.761.7233
  TN / AL / FL / MS
- **Randy Carney Zone 6**
  rcarney@sea.samsung.com
  Tel: 319.248.9423
  MN / WI / IA / IL / MO / AR / OK

EAST ZONE

- **Dick Adkins Zone 1**
  dadkins@sea.samsung.com
  Tel: 413.583.6848
  ME / NY / NH / MA / RI / CT / NJ / VT
- **Joe Ramos Zone 2**
  jramos@sea.samsung.com
  Tel: 201.229.4766
  PA / WV / VA / DE / MD
- **Mitch Williams Zone 3**
  mitchw@sea.samsung.com
  Tel: 770.971.1456
  NC / SC / GA

News From The Zones

RSE Agents
All Zones

Dick Adkins – Zone 1

When a customer's product fails and they need service – they're not happy.

If it fails a second time (Redo) – they are REALLY unhappy. The customer may lose faith in the product and will probably lose faith in your ability to repair the product. Often, the second request for service is NOT an actual product failure, but a lack of confidence or misunderstanding of the first repair.

Here are a few things you can do to avoid a Redo, restore confidence in the product, and boost the customer's confidence in you:

- Explain the repair.
- Demonstrate to the customer that the repair was successful.
- Ask the customer if they have any questions or concerns about the repair or operation of the product.
- Make a follow up phone call to ensure the customer is happy with the service you provided.

Fixing the product is critical – fixing the customer is equally important.

Joe Ramos- Zone 2

The relationship that the owner of a product has with his or her Appliance or TV is an odd one indeed. The owner treats the unit as if it's a child. He cares for it, cleans it, feeds it good electricity, and doesn't want to part with it unless the unit is so headstrong that he decides to send it away. Much like a relationship between parent and child, is the relationship between customer and unit. In that sense, the unit is like a baby, it has issues, but can't speak for itself. When it is sick, it can't say anything. It simply goes quiet and refuses to cooperate. The owner must then take it to the doctor and explain all the symptoms and medical history. The doctor will know what questions to ask to get the proper diagnosis so that everyone can resume their happy life.

Such should be the process that you, the TV Doctor, should follow. Ask for a history of symptoms. Just dealing with what you currently see may solve an immediate problem, but the underlying problem may still exist and, if you don't discover the underlying problem, you open up the opportunity for something to reoccur. This is how you can reduce redo. Ask the questions. Hang around with the customer for a while just to make sure everything is working. When the repair is done, ask the customer if the TV operates OK. Reducing your REDO is very important. Just like a doctor, if you have too many wrong diagnoses, you can lose your license!

Mitch Williams – Zone 3

I have taken over the GA, NC, and SC markets and will be handling all service issues for these states. I no longer have FL, AL, MS, and TN. It was good working with you and I wish you the best.

As we begin the month of October, you may now realize that there are new trackers for your zone. Please be aware that these trackers may be calling about Long Term Pending (LTP) tickets. LTP is one of the measurements that Samsung uses to measure service times.

News From The Zones

RSE Agents

All Zones

(Continued from page 3)

LTP is the time that it takes for a customer to have a unit repaired. It begins at the call center, then the time to schedule and complete a call.

Samsung will become the leader in service in both Appliance and CE products by mid-2010. We hope you will join us in becoming the best. In the upcoming newsletters, look for your service center to be highlighted. I will be making service center visits and will highlight one service center per month for going "above and beyond the call".

Next Month: LTR (Long Term Repair): This is the amount of repairs greater than 7 days compared to all repairs.

Randy Carney – Zone 6

A little bit about a lot of things:

- Keep an eye out for home appliance training announcements. Training has already been set for Minneapolis / St. Paul, Wisconsin, central Illinois, and the Chicago area. More sessions will be announced, so keep an eye on *Tech Talk*, look for e-mail announcements, and be sure to check with your RSE if you have questions about training in your area.
- Hang in there……Work continues on correcting some of the issues concerning the GSPN website in our recent systems changeover. We have a lot of the problems corrected already, and are continuing to go after them every day, so we hope to have things back very soon.
- Because of the GSPN issues, the pending ticket issues have taken a jump. We need the support of the ASC in getting these tickets completed and closed out. Trackers will continue to call, as will your RSE, so do us a favor and make the calls go away. Complete the tickets in a timely manner!
- Its baaaaaack…….The ASTR function has returned after a hiatus of several months. The key here is to update your tickets quickly and close them out. Your ASC has material to help guide you if you need a refresher.

Linda Knudsen – Zone 8

Tips for the ASC - a quick reminder of things you can do to help the customer repair be handled best.

- When you contact your RSE for assistance, always give your account #, best time to reach you, and a brief summary of what you need. Ticket numbers and claim #'s are great. Bear in mind we may be traveling, so email is often a great means to communicate.
- Update GSPN with your email addresses for all the different functions you use. If all are the same email, then plug the same one into all the functions. You can log in, go to the Warranty/ Part tab, then on the left column, go to "My Information". You can also modify your call load.
- Service areas can be updated in the same area. You can add zip codes and remove.
- Make sure to update GSPN with status of the ticket:

News From The Zones

RSE Agents
All Zones

(Continued from page 4)

⇒ When it's confirmed > Enter a promise date, or update to new date if the part has been received.

⇒ When there's a part BO or research issues > Choose pending, enter part info.

⇒ When having repair issues > Call techline, update status to pending tech support if no solution.

⇒ When it's done > Change status to done.

- If you are having a lookup issue in parts, or error code, or service happening, sending a print screen or digital picture of the service situation is such a great tool. They say a picture is worth a 1000 words.
- Tickets in our system allow you to add notes, such as attempts to reach an appliance owner, comments or issues dealing with a customer, or details of findings from a call. You can go under inquiry or resolution after service tracking, choose add, enter your comment. Save once or it will add your note as many times as you keep entering and saving.
- Warranty or claim issues are best addressed by listing the claim #, customer last name, and your issue. Keeping your comments to the point helps us not get bogged down with detail.

Introducing the HMX-U10 Mini-Cam

Michael Vigliotti
Product Support

Samsung is proud to introduce the new U10 Mini-Cam, slated to be in stores by the end of September. This compact new design allows complete portability at just 0.6" thick and 2.2" wide.

Let's talk features. The U10 min-cam will record at Full HD (1920x1080 /30p), while all other camcorders of its kind record at a lesser 1440x1080/30p. Not only can you get crystal clear video, but the camcorder also doubles as a 10 mega pixel camera to give you a true 2-in-1 HD device.

Talk about comfort! The newly designed angled lens is completely ergonomic. After taking a few shots with this camera and its 7° angled lens, you will wonder why cameras were ever made with a straight lens before.

What about fashion? The U10 will come in five different colors. You could opt for flashy red or you can stick with the classic metallic.

The U10 is small for sure, but does that mean you can only use it to record for a few minutes? External flash memory is another great feature adopted in this camcorder. Now if your memory fills up, you just insert another SD/SDHC card and continue recording. No onboard hard drive like the competitors gives you a lot more freedom when it comes to when and where you can record your favorite moments.

But how much will it cost? This is the only mini-cam being sold that records at Full HD for just under $200. Why buy any other?

A Picture Is Worth 1000 Words

Adam Vogel
Product Support

We've all heard this saying, but how many actually believe in it? I know I do, and I bet after reading this article, some of you will too. Far too many times, you as service centers are left with vague defect descriptions in your service order tickets. Good information is vital to your troubleshooting processes and may prevent unneeded trips to the customer's home.

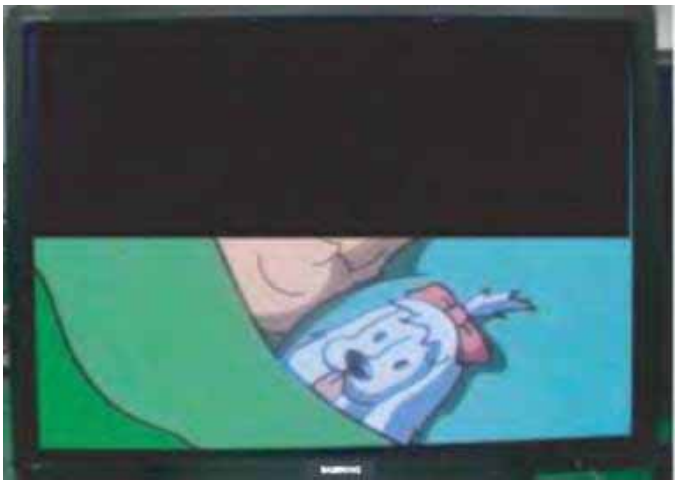
When your scheduler is calling to set up a service appointment with the customer who is having a distorted video or lines on the screen, try to have them send you a digital photo. A simple photo can sometimes easily identify a problem that does not necessitate a service visit. This not only saves you a trip to the home, but it also saves the customer time because the customer does not have wait for your at the house.

Once you have the photo in hand, you can then begin your troubleshooting as well as provide this information to technical support for even further assistance. Let's look at a few examples below:

Call 1
Model – LN46B650
Defect – Video has a bars on the sides of the picture, audio is ok.
Initial thoughts – Possible defective panel or T-con.

New thoughts – 4:3 image on a 16:9 panel, customer education issue. A phone fix.

Call 2
Model – HPT5054
Defect – Part of the video is missing.
Initial thoughts – Possible buffer issue or potential panel issue.



New thoughts – Half the screen is missing. This seems like a Y-upper buffer problem

Clearly, both of these examples were pretty straightforward, but I can assure you, if you begin this practice, you'll correctly identify the symptom the first time, which will improve your return on investment. First time fix (FTF) will rise since you'll be ordering the correct parts the first time. Your cost of service will be reduced, therefore, Samsung will reward you with additional work. Your Redo percentage will be lower since you'll be identifying the problem the first time. And most importantly, you'll save potentially hundreds of dollars worth of expenses for your company.

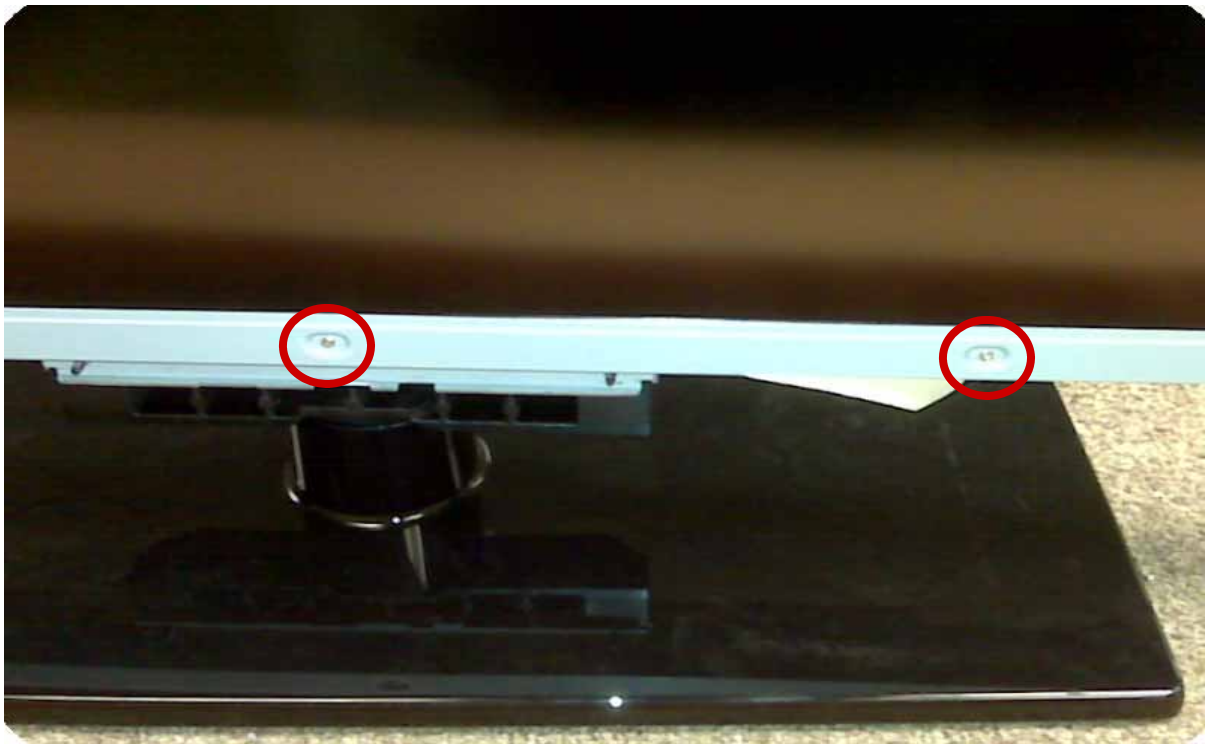
Top Tech Tips

Jorge Tavora
Product Support Manager

Model: LN40B530P7FXZA

Symptom: There is a discoloration in the picture along the bottom edge.

Cure: After removing the bezel, loosening the two screws shown below a ¾ turn counter clockwise fixed the issue.



Thanks to: Aksarben TV & Digital Services.

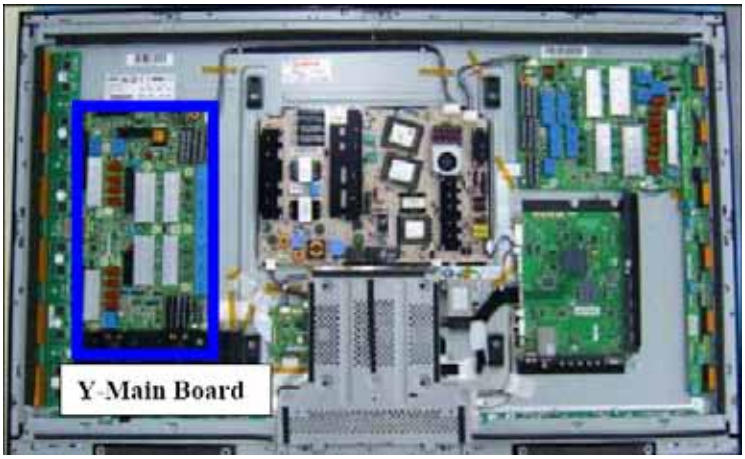
Top Tech Tips

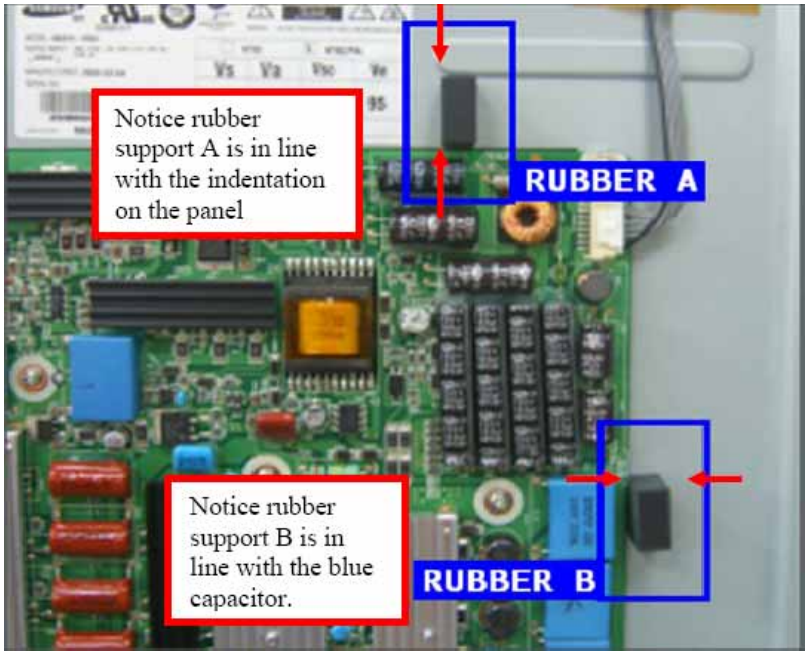
Continued

Model: PN50B850Y1FXZA, PN50B860Y2FXZA

Symptom: Early production PDP may exhibit excessive buzzing noise. Muting the sound has no effect on the noise level.

Cure: Install rubber support to the sides of the Y-main board. By installing these rubber supports, we are preventing the back cover from vibrating. Rubber support part number BH73-60304F.




Notice rubber support A is in line with the indentation on the panel
RUBBER A
Notice rubber support B is in line with the blue capacitor.
RUBBER B

The serial number of the set must fall within the serial number ranges from the Bulletin below.

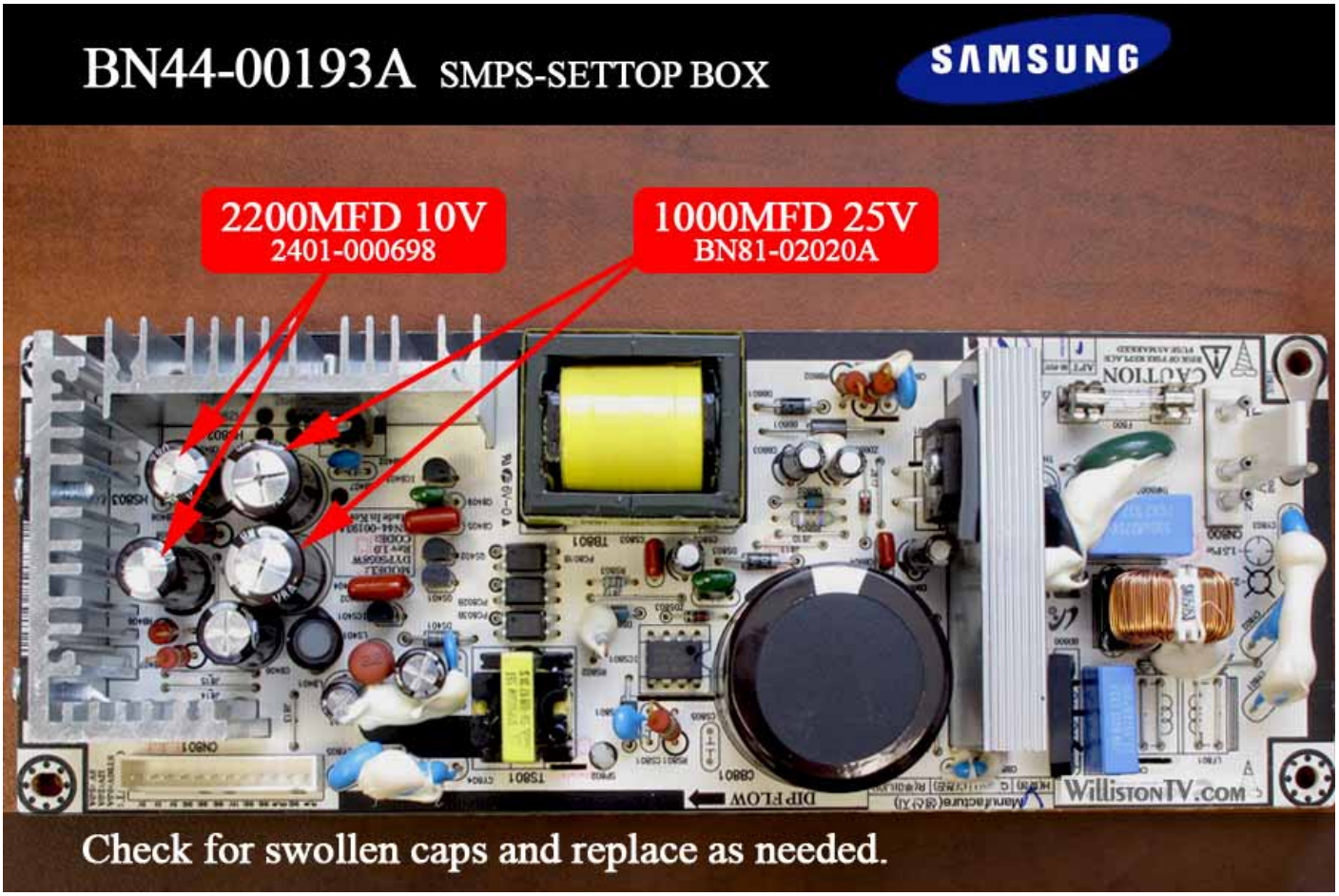
Go to GSPN http://service.samsungportal.com for full details: Bulletin Number ASC20090915001.

Top Tech Tips

Continued

Model: FPT5094WX/XAA

Symptom: Power supply failure



Cure: Customer states that his AV center keeps going in and out. After disassembling the STB receiver, we noticed the caps were swollen. The image shows the caps with the part and values for the caps. Replacing them fixed the problem.

Thanks to: WILLISTON PARK TV FE MANAGER

Top Tech Tips

Continued

Model: LN37A550P3FXZA

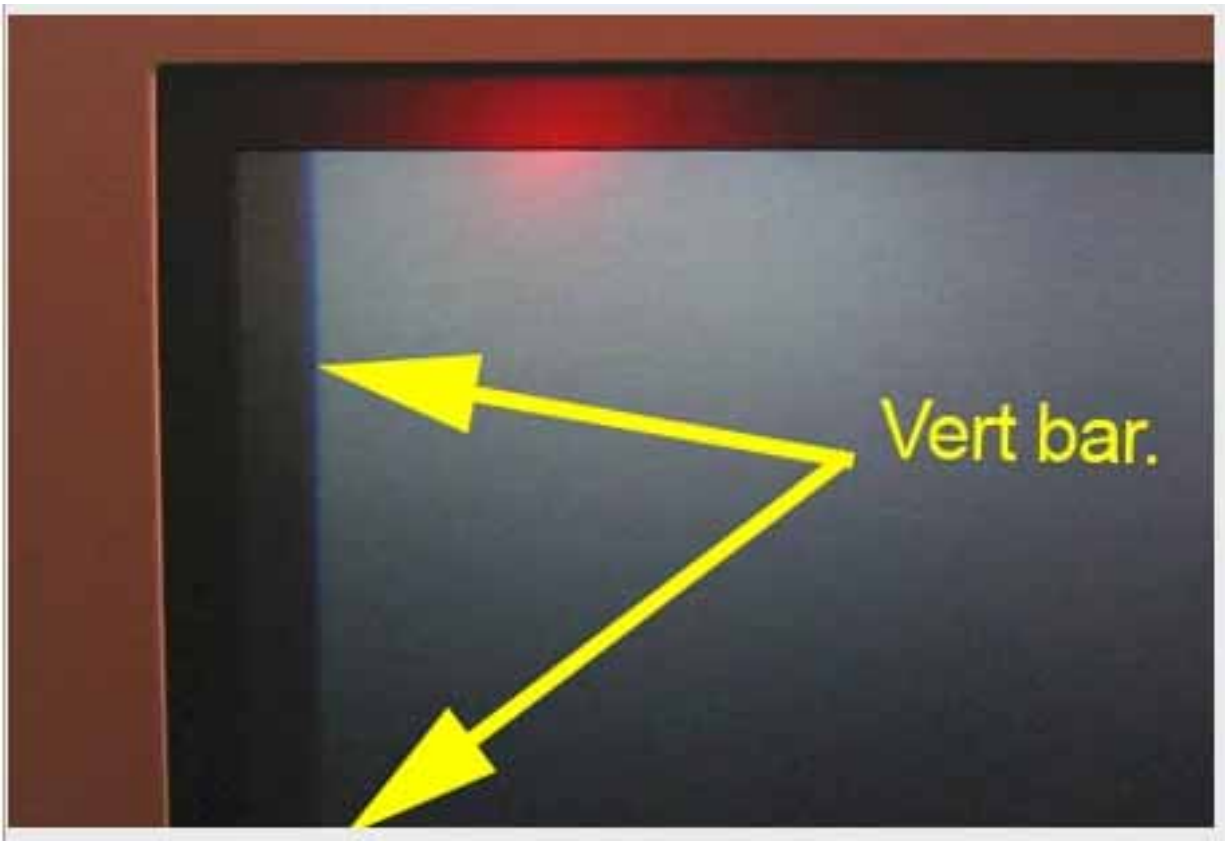
Symptom: After replacing the main PCB, the light effect stayed on and the feature to turn it on or off was not available in the user menu.

Cure: To access the service mode, go to options in the service menu and set it to the right model code. If the model is wrong in the option setting, features will be missing in the user menu.

Thanks to: USCO1

Model: HLR6168WX/XAA

Symptom: There is a vertical line on the left side of the screen in every mode. See the picture below.



Cure: Replace the light tunnel. If the light tunnel is not available, replace the LE.

Thanks to: WILLISTON PARK

Common Capacitor Part Numbers for TVs

Jim Swift
Manager – RTSC

Over the past few months, we have noticed a number of capacitor failures in Switch Mode power supplies and Inverter boards. The failure symptoms are wide ranging, but the common item is the capacitor is swollen on the top or around the center. Al Ebrahimi in our parts center has provided a listing of common capacitor part numbers that might be useful in repairing these units.

TV Model	SMPS Board	Side Label version	Capacitor for Service		
			Location	Spec	Part Number
LN32A330 J1D	BN44-00191B	CN01, CK02, CJ03 CZ04, SQ05	CB852	25V 820uF	BN81-02019A
			CM851,CM852 ,CM860	35V 1000uF	BN81-03142A
			CM856	25V 1000uF	BN81-02020A
			CM858	25V 470uF	BN81-03132A
			CM861	10V 2200uF	BN81-03078A
	BN44-00208A	SS06	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A
LN40A330 J1D	BN44-00199A	SQ01	CM807	100uF,20%,50V	BN81-03136A
			CM852,CM853	1000uF,10V	BN81-02018A
			CM872,CM873	470UF,20%,25V	BN81-02158A
			CM876,CM881	820uF 25V 105℃	BN81-02021A
	BN44-00199B	AA02	CM852,CM853	10V 1000uF	BN81-02018A
			CM872,CM873	25V 470uF	BN81-03132A
			CM876,CM881	25V 820uF	BN81-02021A
LN26A450 C1D	BN44-00191B	CT01	CB852	25V 820uF	BN81-02019A
			CM851,CM852 ,CM860	35V 1000uF	BN81-03142A
			CM856	25V 1000uF	BN81-02020A
			CM858	25V 470uF	BN81-03132A
			CM861	10V 2200uF	BN81-03078A
	BN44-00208B	CV02	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A

Common Capacitor Part Numbers For TVs

continued.

TV Model	SMPS Board	Side Label version	Capacitor for Service		
			Location	Spec	Part Number
LN37A450 C1D	BN44-00217A	PE01, AA02	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A
LN37A450 C1D	BN44-00217A	PE01, AA02	CM852,CM853	1000uF,10V	BN81-02018A
			CM872,CM873	470UF,20%,25V	BN81-02158A
			CM876,CM881	820uF 25V 105℃	BN81-02021A
	BN44-00199B	AA02	CM852,CM853	10V 1000uF	BN81-02018A
LN37A450 C1D			CM872,CM873	25V 470uF	BN81-03132A
			CM876,CM881	25V 820uF	BN81-02021A
LN37A530 P1F	BN44-00216A	AA01	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A
LN40A530 P1F	BN44-00197A	SQ01, CN02, SS03 CK07, AA09	CM804,CM806	1000uF 25V 105℃, 10*20	BN81-02020A
			CM809,CM812	1000uF 10V 105℃, 10*16	BN81-02017A
	BN44-00199A	SQ04, CN05, SS06, CK08, AA10	CM807	100uF,20%,50V	BN81-03136A
			CM852,CM853	1000uF,10V	BN81-02018A
			CM872,CM873	470UF,20%,25V	BN81-02158A
			CM876,CM881	820uF 25V 105℃	BN81-02021A

Common Capacitor Part Numbers For TVs

continued.

TV Model	SMPS Board	Side Label version	Capacitor for Service		
			Location	Spec	Part Number
LN46A530 P1F	BN44-00202A	SQ01, AA02, SS03, SX04, CN10	CM807	NXB5.0TP50VB100M	BN81-03136A
			CM852,CM853	LXZ5.0TP10VB1000M	BN81-02018A
			CM872,CM873	LXV25VB470M	BN81-03145A
			CM876,CM881	NXB25VB820M	BN81-02021A
	BN44-00203A	SQ05, AA06, SS07, SX08, CN09	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
LN52A530 P1F	BN44-00200A	SQ01	CM852,CM853	10V 1000uF	BN81-02018A
			CM872,CM873	25V 470uF	BN81-03132A
			CM876,CM881	25V 820uF	BN81-02021A
	BN44-00201A	SQ02	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
LN32A540 P2D	BN44-00208A	SQ01, SS02	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A

Common Capacitor Part Numbers For TVs

continued.

TV Model	SMPS Board	Side Label version	Capacitor for Service		
			Location	Spec	Part Number
LN40A540 P2F	BN44-00197A	SQ01	CM804,CM806	1000uF 25V 105℃, 10*20	BN81-02020A
			CM809,CM812	1000uF 10V 105℃, 10*16	BN81-02017A
	BN44-00199A	SQ02	CM807	100uF,20%,50V	BN81-03136A
			CM852,CM853	1000uF,10V	BN81-02018A
			CM872,CM873	470UF,20%,25V	BN81-02158A
			CM876,CM881	820uF 25V 105℃	BN81-02021A
LN46A540 P2F	BN44-00202A	SQ01, SS02	CM807	NXB5.0TP50VB100M	BN81-03136A
			CM852,CM853	LXZ5.0TP10VB1000M	BN81-02018A
			CM872,CM873	LXV25VB470M	BN81-03145A
			CM876,CM881	NXB25VB820M	BN81-02021A
	BN44-00203A	SQ03, SS04	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
LN46A540 P2F			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
LN32A550 P3F	BN44-00208A	SQ01, SS02, AA03	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A

Common Capacitor Part Numbers For TVs

continued.

TV Model	SMPS Board	Side Label version	Capacitor for Service		
			Location	Spec	Part Number
LN37A550 P3F	BN44-00216A	AA01	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A
LN40A550 P3F	BN44-00197A	SQ01, CN03, SS05, CK10	CM804,CM806	1000uF 25V 105℃, 10*20	BN81-02020A
			CM809,CM812	1000uF 10V 105℃, 10*16	BN81-02017A
	BN44-00199A	SS06, SQ08, CN09, CK12	CM807	100uF,20%,50V	BN81-03136A
			CM852,CM853	1000uF,10V	BN81-02018A
			CM872,CM873	470UF,20%,25V	BN81-02158A
	BN44-00199A	SS06, SQ08, CN09, CK12	CM876,CM881	820uF 25V 105℃	BN81-02021A
	BN44-00202A	SQ01, AA02, SS03, SX04, CN09	CM807	NXB5.0TP50VB100M	BN81-03136A
			CM852,CM853	LXZ5.0TP10VB1000M	BN81-02018A
			CM872,CM873	LXV25VB470M	BN81-03145A
			CM876,CM881	NXB25VB820M	BN81-02021A
LN46A550 P3F	BN44-00203A	SQ05, SS06, SX07, CN08	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A

Common Capacitor Part Numbers For TVs

continued.

TV Model	SMPS Board	Side Label version	Capacitor for Service		
			Location	Spec	Part Number
LN52A550 P3F	BN44-00200A	SQ01	CM852,CM853	10V 1000uF	BN81-02018A
			CM872,CM873	25V 470uF	BN81-03132A
			CM876,CM881	25V 820uF	BN81-02021A
	BN44-00201A	SQ02	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
LN46A580 P6F	BN44-00202A	SQ01, SS02	CM807	NXB5.0TP50VB100M	BN81-03136A
			CM852,CM853	LXZ5.0TP10VB1000M	BN81-02018A
			CM872,CM873	LXV25VB470M	BN81-03145A
			CM876,CM881	NXB25VB820M	BN81-02021A
LN52A580 P6F	BN44-00200A	SQ01	CM852,CM853	10V 1000uF	BN81-02018A
			CM872,CM873	25V 470uF	BN81-03132A
			CM876,CM881	25V 820uF	BN81-02021A
LN46A630 M1F	BN44-00203A	SQ01, AA02	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
LN46A630 M1F	BN44-00203A	SQ01, AA02	CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
LN32A650 A1F	BN44-00208A	SQ01, SS02	CB852	25V 1000uF	BN81-02020A
			CM851,CM852	35V 1000uF	BN81-03142A
			CM853,CM858	25V 1000uF	BN81-02020A
			CM859	25V 470uF	BN81-03132A
	BN44-00199A	SQ02, SS03	CM807	100uF,20%,50V	BN81-03136A

Common Capacitor Part Numbers For TVs

continued.

TV Model	SMPS Board	Side Label version	Capacitor for Service		
			Location	Spec	Part Number
LN40A550 P3F	BN44-00199A	SS06, SQ08, CN09, CK12	CM872,CM873	470UF,20%,25V	BN81-02158A
			CM876,CM881	820uF 25V 105℃	BN81-02021A
LN46A650 A1F	BN44-00203A	SQ01, SS03	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
	BN44-00202A	SQ02, SS04	CM807	NXB5.0TP50VB100M	BN81-03136A
			CM852,CM853	LXZ5.0TP10VB1000M	BN81-02018A
			CM872,CM873	LXV25VB470M	BN81-03145A
			CM876,CM881	NXB25VB820M	BN81-02021A
LN52A650 A1F	BN44-00201A	SQ01	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
	BN44-00200A	SQ02	CM852,CM853	10V 1000uF	BN81-02018A
			CM872,CM873	25V 470uF	BN81-03132A
			CM876,CM881	25V 820uF	BN81-02021A
LN40A750 R1F	BN44-00197A	SQ01	CM804,CM806	1000uF 25V 105℃, 10*20	BN81-02020A
			CM809,CM812	1000uF 10V 105℃, 10*16	BN81-02017A
LN46A750 R1F	BN44-00203A	SQ01, SS02	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A
LN52A750 R1F	BN44-00201A	SQ01	CM851,CM852	1000uF 25V 105℃, 10*20	BN81-02020A
			CM854,CM855	1000uF 16V 105℃, 10*20	BN81-03121A

Serial Number Formatting

Jet Nyamwange
Warranty Dept.

It's the **ASC's Responsibility** to verify both the MODEL and SERIAL NUMBER . This data **MUST** be obtained from the Actual Unit , **not** the outside of the Box.

The serial number of most Samsung products is 15 digits long. Sometimes, it's 11 digits long. In all cases, it consists of both numbers and letters.

How do you determine the Validity of a Serial Number?

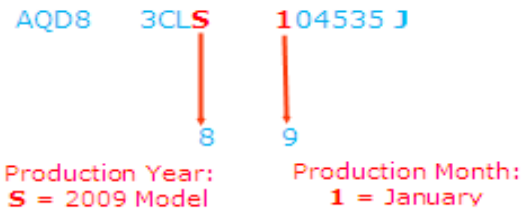
Important: Without the Correct MODEL and SERIAL NUMBER, Warranty Claims will not be PAID.

How do you Determine Production Year and Month in the Serial Number?

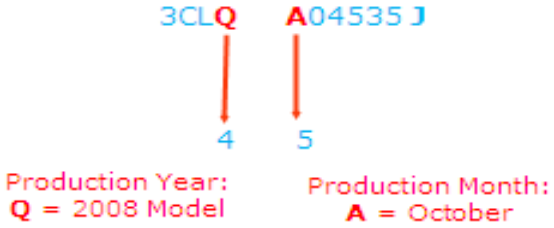
(This is very beneficial for ASCs that do Dealer Stock Repairs)

The production year is determined by the letter preceding a series of 6 digits in a row of the Serial Number. The **Letter** represents' the **Year** as shown below *(Year = It's Always a Letter):*

In 15 digit serial numbers, the production date can be determined by the **8th** and **9th** digit of the serial number, *for example:*



In 11 digit serial numbers, the production date can be determined by the **4th** and **5th** digit of the serial number, *for example:*



All Serial Numbers **MUST** end with a **Letter**. This is known as a **Check Digit**. *For example:*

Serial Number Formatting

Continued.

Production Years

Year	2001	2002	2003	2004	2005	Jan 2006	Feb –Dec 2006	2007	2008	2009	2010
Symbol	R	T	W	X	Y	A	L	P	Q	S	Z

Production Months

Month	1	2	3	4	5	6	7	8	9	10	11	12
Symbol	1	2	3	4	5	6	7	8	9	A	B	C

PROOF OF PURCHASE

Proof of Purchase Policy for CE – Consumer Electronics ASCs*

**As noted in Policy and Procedure Manual*

PROOF OF PURCHASE REQUESTS

Proof of Purchase Requirements for IN-WARRANTY based on DOM + 60:

- *In Warranty is defined as the period from Date of Manufacture, plus product warranty length, plus 60 days.*
- *Customer does not have to provide POP documentation if their unit is within the Warranty Period based on the DOM + 60 day calculation.*
- *ASC does not have to submit POP documentation if the DOM + 60 rule applies. This includes exchanges for TAT reasons.*

B) Proof of Purchase Requirements for units outside the DOM + 60 Rule

- *Customer must supply Proof of Purchase to receive an in warranty repair.*
- *ASC must keep POP on file for 1 year from the claim PAY date. SEA will randomly audit claims and ASC must provide POP copies when asked.*
- *If copies are not provided within 14 days of request, the claim will be charged back to ASC.*

NOTE:

Bill of Sale is **Mandatory** for Error Codes listed below:

DC008: Distribution Period Exceeds HQ guideline. Please provide BOS to Warranty Department

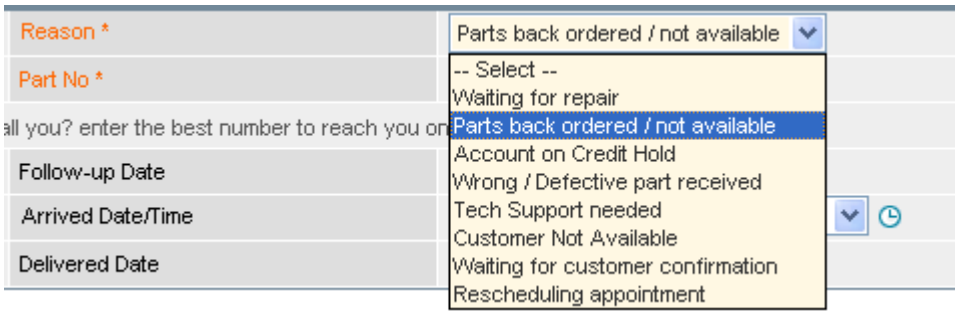
DC009: Same S/N and Model but different purchase date from previous repair data. Please Provide Bill of Sale.

The Most Efficient Way To Submit Tickets To Technical Support For Review

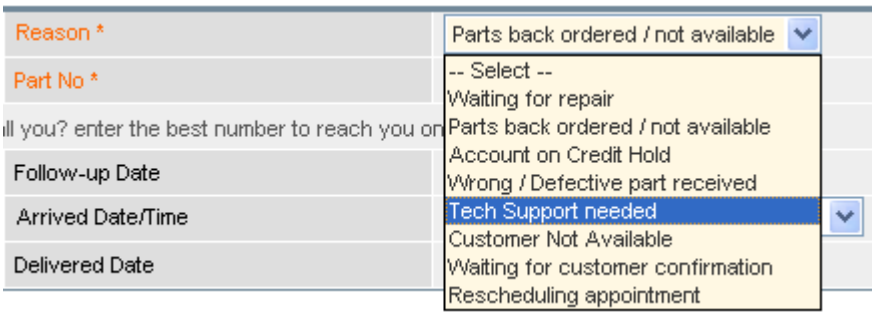
Jorge Tavora
Product Support Manager

Tech support receives many tickets for review and some have nothing to do with Tech Support. This causes delays for servicers who submit tickets for technical support or exchange requests.

If you have a part issue such as “parts back order or “part not in stock”, do not choose “Tech Support needed”, instead choose “Parts back ordered/not available”.



If you have a unit that you feel cannot be repaired or you need more Technical Support, choose “Tech Support needed” in the Reason choices.



When submitting for technical support or exchange request, make sure to include the following:

- Symptom details as you see it
- Parts replace
- Pictures (if it’s a video problem or physical damage)
- Repair start date
- How many trips to the customers home
- Technician telephone number

This can help Tech Support process your request faster and avoid unnecessary delays.

Samsung Adds Blockbuster and You Tube to Blu ray

Russ Berczuk
Manager—Product Support

On September 3, 2009, Samsung Electronics released a firmware update for the BD-P1590, BD-P1600, BD-P3600, and BD-P4600 Blu-ray players which support Netflix movie streaming and Pandora music radio streaming. The firmware adds the ability to access Blockbuster and You Tube through the Internet and changes the main Samsung video screen and menu system to include Blockbuster and YouTube.

Customers can download this firmware update from Samsung.com to their computers, copy it to a USB device or burn it to a CDROM, and then use the USB device or CDROM to update their players. They can also download the update directly through their players' Ethernet or wireless Internet connection.

The following instructions document how to use the **Search** feature to view desired videos.

After you install the firmware or after you have purchased a Samsung Blu-ray player that is already equipped with the added features, just click one of the remote control's color buttons or select one of the services from the player's menu.

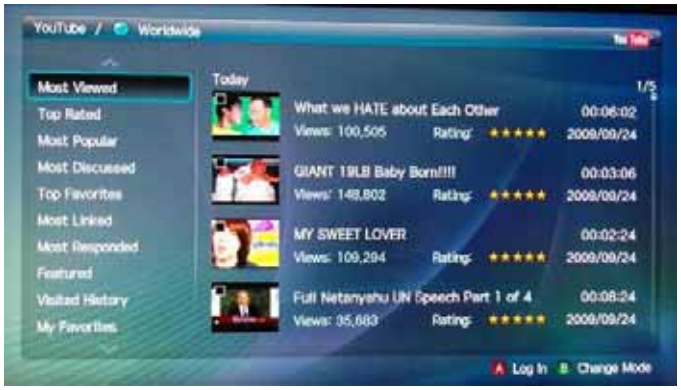
YouTube

Before using the YouTube feature, you have to run through the disclaimer selecting between Canada, Mexico, and the United States, followed by several pages of disclaimer documentation.

YouTube has a long list of options to choose from on two Main screens, including **My Favorites,** which can be accessed if you already have a YouTube account setup. **My Favorites** will pull up a keyboard to enter in your user name and password.

Samsung Adds Blockbuster and You Tube to Blu ray

Continued



Right: You Tube's Main screen number 1.

Right: You Tube's Main screen number 2.

Right: You Tube's Search keyboard.

The second Main screen includes a Search feature. To start using Search, highlight Search on the left side of the screen. After the Search menu appears, highlight **Keyword** on the right side of the screen**, and** then press Enter. This will bring up a keyboard you can control with the player's remote control.

Samsung Adds Blockbuster and You Tube to Blu-ray

Continued

Using the You Tube Search Feature

To use the You Tube search feature, follow these steps:

1. Using the remote control, highlight the keypad button that contains the letters or numbers you want to enter.
2. Press Enter to enter letters or numbers.

   Note: Each time you press the Enter button, the Keyboard cycles through the text characters on the button you've highlighted (each press must be within 2 seconds of the previous press). Stop pressing when the character you want appears in the white text box.
3. After the character you want appears in the white text box, repeat Step 2 to add additional characters or move to another keypad button and start entering other characters. If the text you enter matches You Tube video titles or subject matter, titles will start appearing on the right side of the keyboard screen.
4. When the title or topic that resembles what you want to view appears, highlight it, and then press Enter on the remote control. The title will appear in the text box.
5. Press the yellow Search button on the remote control to start the search.
6. After the search is completed, a list showing thumbnails with titles appears. Highlight the topic or title you want, and then press Enter. Playback will occur in a small picture box.

YouTube > Search
Worldwide
ABBA : Dancing Queen (Live Australia '77) HQ Widescreen
Thanks for all the fine comments Glad you are enjoying it !! Outstanding live version here from The Sydney showgrounds , Australia 1977 You can dance, you can jive, having the time of your life See that girl, watch that scene, dig in the dancing queen Friday night and the lights are low Looking out for
Views : 21204 Ratings: ★★★★★ 2009/02/22
Report copyright violations:
http://www.youtube.com/t/copyright_notice
00:01:08 / 00:04:36
Keywords : abba, dancing, queen, live, australia, the, movie, blu, ray, hd
Add to Favorites
Skip
Prev/Next
Full Screen

Picture Box and Information Screen

Full Screen Video

Toggling Between the Small Picture Box and Full Screen

You can toggle between the small picture box and full screen by pressing the Enter button on the remote control. Once playing is completed, a page with titled thumbnails is displayed that you can scroll through to search for similar selections.

Samsung Adds Blockbuster and You Tube to Blu-ray

Continued

Blockbuster

The Blockbuster movie store was not yet available at the time of this article. However, the engine that will be available is shown above. Blockbuster offers TV shows, movies rated by popularity, and a search engine which operates similar to You Tube's. You can purchase or rent movies and TV shows. Purchases and rentals are billed to a credit card which needs to be on file with Blockbuster.

On the Blockbuster main screen, **My Library** is where your purchased and rented movies are stored. **Configure** is where you enter the activation code that you obtain from Blockbuster online for this service. **Help** will show you the customer care number for Blockbuster as well as the device name, Device ID, and device software/firmware version.

Samsung Introduces the A600 HD Projector

Jeff Brutman
Assistant Publications Manager

Here's the newest great A/V gadget from Samsung: the A600 Home Theater Projector. What makes the A600 different? Full High-Def 1080p performance like the higher-end models.

Design-wise, the A600 features rounded edges, a glossy black finish, low operating noise, and weighs less than 13 pounds. Its two mode lamp can last up to 4000 hours in eco mode or 3000 hours in full, 220 watt ,high bright mode. And because of its shorter 1.99 throw ratio, you can install it on the floor close to the screen or mount it on the ceiling.

You can connect the A600 to almost any video source. It offers two HDMI ports, component, composite, and S-Video inputs, and an analog 15-pin VGA jack that lets you grab streaming video or slide shows from your home PC. What's more, it's fully compatible with the latest in Blu-ray technology and boasts a 24 Frame True Film mode that accurately reproduces any film's original 24 frame per second frame rate so you can see your movies as they were meant to be seen.

Aimed at savvy consumers and home theater enthusiasts looking to create a great home theater experience at a price that doesn't break the bank, the A600 is a great alternative to entry-level projectors that lack full HD quality.

Samsung Electronics America
105 Challenger Road
Ridgefield Park, NJ 07660

Phone: 201-229-4251

The information in this bulletin is published for experienced repair technicians only and is not intended for use by the public. It does not contain warnings to advise non-technical individuals of possible dangers in attempting to service a product. Only experienced professional technicians should repair products powered by electricity. Any attempt to service or repair the product or products dealt with in this information by anyone else could result in serious injury or death. Information provided in this bulletin is subject to change or update without notice.

Samsung Search

N R A M N N P E A O G E G C A T I E Q I I A T
V Q N F U T C A U E N V O F A E C E N I S E T
N U G D T T U P R X C Y I S N O P C O S I N L
M A R I T O E R C T T A E N R R T N I E N F T
G L D R R C R N N R S C O I I E M I T E S I U
D I I U I A H E I A I P G P P I F G C O N G R
F T T E X A H R C M R U E N O R N I A L G A U
A Y E S I R O D I I E O E N T I S E F L T R M
N O E I F C S I E L V O U H D M P P S I T E F
M F O E E E M N T E R R I N A I S R I D M I C
C S O N M I A V E A L I E F D U N F T R P L O
O E I E I I F I S G T P S S Q T C G A P S E E
L R M T T M T I S E L F R D F T I S S C O L E
I V C E T P N U O A I A E O S O T M R G F T A
O I S S S S N N C P A A I I D T T I E C H L C
N C R A R U A I L N T E E E G A L S M I D O S
R E E N I G N E E C I V R E S L A N O I G E R
P E S U F H N P Y I A I I L E S E E T C C R T
N E N F C R A I T A I T T F Q I E L S T N N U
R N N E E P F E U T L I U A C G F I U U D E O
R I T R T A O M P U N R E C T E A E C O I E R
S E C C R I O E E G F R I E T N R E V T N D G
E I E N D F E D I C S S E P E V O R Q T A I F

1. Technical Pending
2. Parts Pending.
3. Turnaround time
4. First time fix
5. Extra mileage
6. Quality of service
7. Regional service engineer
8. Cost of service
9. Redo
10. Customer Satisfaction